

### Health Club membership terms & conditions

#### **1. 12-month pre-paid Membership:**

A member who pays for a year's membership in advance, is described as a 12-month pre-paid member. Swimming pool, certain classes and gym facilities are included in the pre-paid membership. However, there are some specialised classes which are provided that incur a fee.

#### **2. Renewal of a 12-month pre-paid Membership:**

An email informing the member that the membership is up for renewal will be sent to all 12-month pre-paid membership, 1 calendar month prior to the date that the membership is due to renew. This letter will detail: • The cost of renewal • How to renew • The date of renewal

#### **3. Cancellation of a 12-month pre-paid Membership:**

A 12-month pre-paid membership is non-cancellable. If a membership is not renewed by or on the specific renewal date, the membership will be deemed to have lapsed and access will not be allowed to the Health Club without renewal payment. If you want to re-join once your membership has lapsed, you may have to pay the current 12-month pre-paid membership price being charged to new members.

#### **4. Monthly Easy-Pay Membership:**

A member, who pays membership fees through their bank account on a monthly basis, is described as an Easy-Pay Member. Easy-Pay Members must complete a minimum of 10 consecutive months or pay the outstanding balance to exit the membership. Swimming pool, certain classes and gym facilities are included in the membership fees. However, there may be some specialised classes which are provided that incur a fee.

#### **5. Failed direct debt payment:**

In the event of a failed monthly payment Druids Glen Hotel & Golf Resort has the right to re-apply to your bank account on any date throughout the month or in the next month for a failed payment. In the event of a failed payment you can pay at the Health Club Reception for the month. Failure to pay for the subscription will result in access being denied to the Health Club until the balance is settled. If payments continue to fail, the management will have to reconsider your membership.

#### **6. Renewal of an Easy-Pay Membership:**

Membership will continue on an automatic rolling monthly basis until the member formally advises us of cancellation by email or completing in person an 'Alteration to Membership form.'

#### **7. Cancellation of an Easy-Pay Membership:**

An easy pay membership can be cancelled with one month's notice by email or by completing an 'Alteration to Membership form' in person. In the event of a cancellation taking place without the Health Club's knowledge then a six (6) month barring order can be activated, where the ex-member cannot re-join the Health club until six months have lapsed.

#### **8. Short-Term Memberships:**

We have pre-paid membership for six weeks, 3-month or 6-month periods. These memberships cannot be cancelled, transferred, suspended or frozen. It is a short-term membership. If after the short-term membership, a member would like to join on a full membership, the cost and the time of the short-term membership will be deducted from the pre-paid full single membership cost.

#### **9. Children's Membership:**

Children are classed as a person under the age of 16 years old. A child is only permitted in the Health Club during children's hours and must always be accompanied by an adult. Children's hours are 8am – 11am and 2pm to 6pm, Monday to Sunday. (Please refer to club signage as times can change). Children are not permitted in the gym, fitness classes, jacuzzi, sauna, steam room or plunge pool. Children under the age of four years are complimentary with a full annual adult Health Club membership. Children under 12 years old, must always have an adult physically in the pool. Children over 12 years old but under 16 years old must have an adult on the pool side in line of vision always.

#### **10. Corporate Membership:**

A membership with a group of five or more individuals wanting to join together. The group must be all business associates working for the same company. Corporate membership is NOT for a family group. Corporate Membership must be accompanied by business documents e.g. Company ID, Business Cards etc.



#### **11. Temporary Suspension of a Membership:**

A membership can be temporarily suspended via the 'Alteration to Membership form' for a minimum of one calendar month up to a maximum of three calendar months. A membership suspension can be performed for 3 of the following reasons.

- A medical condition SUPPORTED by a doctor's certificate to confirm the member's inability to use the facilities.
- Work related travel SUPPORTED by an employer's letter of confirmation.
- Student/travelling abroad SUPPORTED by travel tickets

Members who wish to temporarily suspend their membership must fill in the 'Alteration to Membership form', pay the relevant cost of €25 and must have the form supported by the correct documentation. A temporary suspension application must be submitted via the 'Alteration to Membership form' one month prior to the absence from the Health Club. If a suspension is with a pre-paid membership your time will be added on at the end of your membership. If an Easy-Pay membership you must be a member for a minimum of six months before being able to suspend. In the event of a temporary suspension your payment will cease from the requested date and restart on the return date. Note we are unable to back date time. Access to the Health Club will not be granted during the Temporary Suspension for any reason.

#### **12. Membership Benefits (subject to change):**

As a Druids Glen Health Club Member, you are entitled to several benefits within the resort.

Complimentary towel on every visit

Complimentary fruit

20% discount on our children's swimming lessons\*

Complimentary annual personal fitness assessment or gym plan

20% off Mid-Week Spa Treatments

20% off Spa Retail Products

20% off Food & Beverage (ex. alcohol) in Druids Glen Resort Hotel or Woodstock House

10% off Golf retail in Druids Heath and Druids Glen golf shops

Preferable rates on meeting and events space at Druids Glen Hotel or Woodstock House

Preferable rates at Druids Glen Hotel or Woodstock House

#### **13. Visitors or Guests:**

Visitors or Guests must be accompanied by a member at all times and are not permitted in the Health Club without said member. Visitors and guests are required to complete a health screening form, prior to using any of the facilities or equipment. Visitors and guests are required to comply with the rules and to take note of any health and safety guidance displayed in notices posted on the Health Club notice board or elsewhere in the premises. ADULT members may only bring a guest to the Health Club and each guest must:

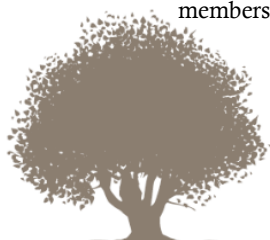
- Complete a guest registration form/visitor logbook, which the member must verify is correct.
- Pay the current fee/guest pass for entry to the Health Club in addition to any other charges payable for use of the facilities.

#### **14. Lockers and General Security:**

Lockers are provided by The Health Club for storage of personal property. Personal belongings may not be left overnight in lockers, unclaimed property is kept on the premises for a maximum of 30 days and then it is donated to charity. Druids Glen Hotel & Golf Resort accepts no responsibility for loss or damage to property brought into the Health Club by members and guests. Druids Glen Hotel & Golf Resort does not accept any responsibility for damage to or loss of a vehicle parked in the car park.

#### **15. Physical Condition of a Member:**

The member confirms that he/she is in good physical health and condition and he/she knows of no reason, medical or otherwise, why he/she should not use the facilities or why such exercise or use of the facilities would be detrimental to his/her health, safety, comfort or physical condition. It is the responsibility of the member to inform Druids Glen Health Club of any ailment or injuries that may limit their exercise programme, either upon joining or during the course of their membership, so that we can design an individual programme relevant to those needs.



**16. Dress Code and Behaviour:**

All members and guests are required to take a towel into the gymnasium for the purpose of wiping down the equipment after use. Smoking including E cigarettes is not allowed in any parts of the premises; this includes all entrances and exits. Members must at all times wear the appropriate leisure and footwear, flip flops/bare feet on the gym floor is not allowed for health and safety reasons. All members must wear a top while on the gym floor for their own comfort and for the comfort of others. No drunkenness, bad language or aggressive behaviour towards staff or other members is permitted on the premises. Health Club Membership may be terminated by the management for violation of any rule or regulation of the Health Club or by conduct deemed by the management to be detrimental to the welfare, good order or character of the Health Club and its members or staff.

**17. General Membership Information:**

The member is responsible for ensuring that the Health Club has up-to-date information which should include;

- An up-to-date address,
- Correct telephone number,
- Email address,
- Further medical information.

It is the responsibility of the member to ensure the details of their medical history and medical conditions are true and accurate in every respect. This information will be relied upon by the facility in their assessment of the ability of the member to perform any exercise or to use any exercise machinery at the facility.

**18. Acceptance of Membership Terms and Conditions:**

All members agree to comply with the terms and conditions of membership that are displayed in The Health Club.

It also relates to membership term length and cancellation of the membership contract. We may make reasonable changes to these rules and will provide 1-months advanced notice.

Notice of the changes will be posted around The Health Club. It is a member's responsibility to read and understand the terms and conditions of the membership contract.

In the event of an unsigned contract and subsequent use of the facility, the member must then adhere to the terms and conditions of the membership contract.

**19. Availability of Terms and Conditions & Membership Forms**

Druids Glen Health Club will supply each member with a copy of the terms and conditions on request. Should a member require further copies they can request them at the Health Club reception. Membership Application Forms and Alteration to Membership Forms are available on request.

**20. Health Club Opening Times:**

- Monday – Friday: 6.00am – 9.15pm.
- Saturday – Sunday & Bank Holidays: 7.00am – 7.15pm.

Please refer to club signage as times can change. The Health Club reserve the right to close the facility or part thereof to allow for maintenance/changes/improvements of the facilities.

